

Vacancy Announcement

DATE: April 4, 2019
TO: All Qualified Applicants
FROM: Human Resources
RE: Charter Sales Manager
LOCATION: Anchorage, Alaska
CLOSING DATE: Open Until Filled

This announcement is for a Charter Sales Manager for Ravn Air Group. This position reports to the Director of Charters & Network Planning and is responsible for developing and maintaining a client base for increasing charter sales for Ravn Connect (Part 135 certificate) under Ravn Air Group. The successful candidate will have a previous sales background, ideally in aviation in Alaska, excellent communication skills, and the ability to meet deadlines.

This is an exempt, full time, benefits-eligible position. Position typically works Monday through Friday in Anchorage, however overtime may be required as dictated by business needs and with management approval. This position also requires monthly travel to remote airport locations, which includes possible overnight stays in rural Alaska.

Minimum Qualifications

- Bachelor's degree in Marketing, Business or related field is preferred;
- Previous sales experience in the aviation sector or other relevant aviation experience is highly desired;
- Must have professional experience in a fast-paced environment;
- Demonstrated track record of achievement in sales and marketing is highly desired;
- Demonstrated excellence in creating high levels of customer satisfaction, with a strong liking for and effectiveness in dealing with current or potential customers, building trust-based relationships and translating those relationships into profitable, enduring transactions;
- Ability to plan and coordinate with multiple departments and locations to create maximum revenue opportunities;
- Familiarity with Alaska geography and remote Alaska communities;
- Detail-oriented with the ability to prioritize multiple tasks;

- Good written and verbal communication skills;
- Requires a strong safety awareness and the ability to adhere to Safety Management Systems (SMS);
- Able to pass a comprehensive background check;
- Comfortable working in an airport environment around odors and sounds typically associated with operating aircraft.

Duties & Responsibilities

- Responsible for receiving and quoting charters received via phone, email, and electronic submission through Company website, and subsequently managing charter to completion;
- Utilize the designated sales system to properly quote and bill charter records;
- Communicate with Fleet Coordinators and Flight Scheduling Managers in regards to logistics details;
- Maintain an exceptional level of customer service towards both internal and external customers;
- Communicate with Airports and Managers within the Company to determine aircraft availability and potential departure times of a charter;
- Plan for the most efficient routing for a charter using different hubs and aircraft;
- Monitor charters throughout the Company system;
- Organize and update charter records when needed;
- Work in partnership with Commercial team members to create itineraries and invoices for customers;
- Work in partnership with Accounting for appropriate reconciliation and billing;
- Ensure that the company develops and maintains, in the face of current and future competition, a compelling and differentiable customer service value proposition that drives profitable growth;
- Establish and monitor performance against business targets (long, medium and short-term) and ensure delivery of Key Performance Indicators (KPI) across all sales, and marketing operations in the business;
- Develop and manage the business' sales pipeline, developing sales leads, prioritizing follow-up, responding to requests for proposal(s), negotiating price, terms and conditions of aircraft charter, and closing sales;
- Promote the Company safety culture;
- Other duties as assigned and within the scope of this position.

ALL INTERESTED PERSONS ARE ENCOURAGED TO SUBMIT A CURRENT RESUME AND COMPLETED EMPLOYMENT APPLICATION TO RAVN AIR GROUP VIA EMAIL, FAX, OR BY MAIL:

Email: jobs@flyravn.com

Fax: (800) 616-5081

Mail: Ravn Air Group, Human Resources, 4700 Old International Airport Road, Anchorage, AK

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